

School Online Change Authorization

Summary

Federal Student Aid has received many requests to perform online (web) changes and has implemented a procedure to standardize these requests. The information below provides important instructions on how schools can request the FSA Partner and School Relations Center to perform an online change to school data on their behalf.

How Does A School Request An Online Change?

Written authorization is required for all online changes to be made by COD School Relations for a school. A school must send an Online Change Request Letter, printed on school or corporate letterhead, to the FSA Partner and School Relations Center before the changes can be made.

1. To process your written request, the following information must be provided:
 - School Information
 - School Name,
 - Address,
 - OPE ID#, Pell ID, and DL G/E code (if applicable).
 - Name of person authorizing the change
 - Person's position/title
 - Email address
 - Telephone number
 - Frequency of the change you are authorizing COD to perform
 - **ONE TIME online change to data.** For a one-time situation, the following additional information must be included:
 - Name and SSN of student(s)
 - Brief explanation of why the change needs to be performed online
 - Verification that the school is fully aware that a response for the requested change **will not** be sent to the school unless the school has the web activity response option set to "Y."
 - OR**
 - **BLANKET authorization for all changes by any COD personnel.** By indicating a blanket authorization, your school agrees that COD has permission to perform a change online at any time by only obtaining your verbal permission each time a specific change is requested.
 - Verification that the school is fully aware that a response for the requested change **will not** be sent to the school unless the school has the web activity response option set to "Y."

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Where do I send my Online Change Request Letter?

The Online Change Request Letters must be printed on school or corporate letterhead and can be submitted via mail, fax, or e-mail:

U.S. Department of Education
FSA Partner and School
Relations Center
Attn: COD Change Request
P.O. Box 1130
Fairfax, VA 22038

Fax #: 877/623-5082

Email: CODSupport@acs-inc.com

Note: If you choose to send the request via e-mail and the document contains SSNs, it must be passwordprotected.

What if I have more questions?

If you have questions regarding this message or COD in general, contact the FSA Partner and School Relations Center at 1-800-848-0978. You may also email CODSupport@ed.gov.